

TELEHEALTH: Introduction

Telehealth can be helpful in many ways, including reduced risk of exposure to COVID-19 (coronavirus).



Ron and Rachel video chat from home to discuss Rachel's care plan with Dr. Smith who takes the call from her office.



What kind of appointments can I have via telehealth?

- Discuss chronic conditions with your provider.
- Diagnosis and treatment of new illnesses like sinus infections or rashes.
- Routine pregnancy/pre-natal care.
- Routine and urgent mental/behavioral health care.

Getting Started with Telehealth:

- Talk to your provider's office in advance and they will let you know what you need.
- Some visits will need to be in person. Your provider's office will guide you.
- Many offices have a pre-visit option to try the technology in advance to make sure everything works.



Go to your provider in-person for:

• **Emergencies**

Emergency Departments can still safely see patients. Call 911 if necessary.

• **Lab Work**

Many routine visits for diabetes or hypertension can be done by telehealth, but the office may ask you to come in for a lab draw.

• **Well-Child Visits & Vaccines**

A pediatrician or primary care doctor's office is the best place for well-child visits and vaccines.

You have the right to free language assistance to ensure meaningful access to health care, in person or virtually. Ask your provider about interpreter services or if you have any additional questions.

